



Markhouse Area Improvement Scheme

Further Engagement - Series 3 Consultation Report

May 2019

1.0 Introduction

In September 2018 we carried out a public consultation with the local community on our neighbourhood improvement plans for the Markhouse Area. Overall, 2,205 people responded to the public consultation, leaving almost 13,000 comments on the proposals. The consultation report can be accessed via the following link www.enjoywalthamforest.co.uk/markhouse-area/

Based on the feedback from the local community many of the measures set out in the consultation were not recommended for progression, however, as there was a mixed response to the proposals in the original Series 3 area (Gosport Road area), we have now revisited these proposals and completed further engagement with the local community on a revised set of measures.

The aim of the revised scheme in Series 3 remains the same as the overall Markhouse area scheme, which is to:

- **Reduce non-local traffic using the area**
- **Improve the look, feel and safety of the streets for everyone**
- **Improve routes to and from local schools, shops and places of interest**
- **Encourage people to use sustainable, active and healthy modes of transport.**

2.0 Engagement Approach

Further engagement on the Markhouse Series 3 scheme took place during 15 April to 13 May 2019. The previous Markhouse Area consultation was primarily managed through an online engagement platform – CommonPlace - that allowed any member of the public to provide feedback. Due to the more localised nature of the Series 3 proposals, a paper based consultation approach was adopted for the further engagement in Series 3.

The consultation document was delivered to 1139 properties to the Series 3 area on Monday 15 April 2019. Each document was uniquely numbered and responses were accepted on a one per household basis. The document was delivered by CWT company and included GPS tracking to ensure all properties within the area were visited. The close date for the consultation was 13 May 2019. A full list of streets included within the Series 3 boundary is shown below:

- Queens Road
- Arkley Crescent
- Arkley Road
- Betts Mews
- Brighton Avenue
- Bude Close
- Callis Road
- Camden Road
- Campus Road
- Edinburgh Road
- Exmouth Road
- Falmouth Way
- Glen Mews
- Glen Road
- Gosport Road
- Hove Avenue
- Kirk Road
- Lennox Road
- Markhouse Road
- Netley Road
- Park Road
- Richmond Close
- Ringwood Road
- Tennyson Road



Figure 0.1a Map of Series 3 proposed improvements



Figure.01 Image of Consultation update leaflet front cover



MAYOR OF LONDON



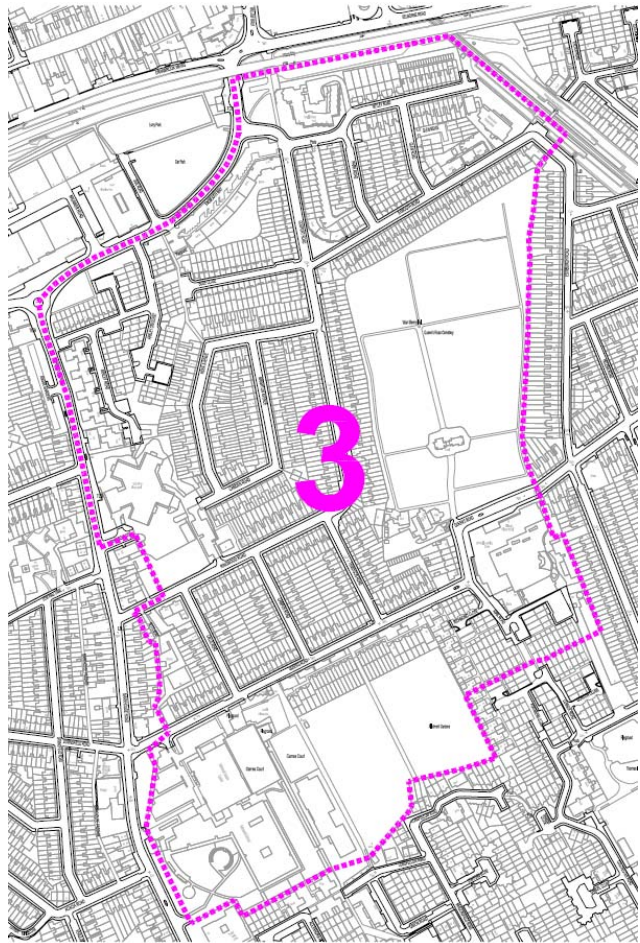


Figure.02 Map showing Series 3 boundary area

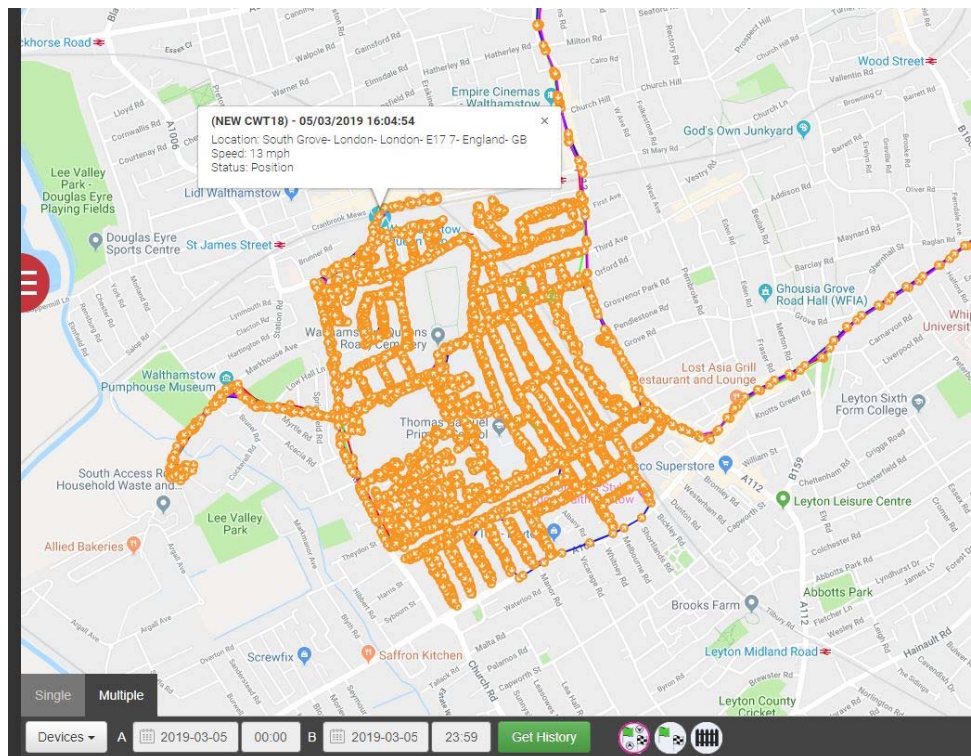


Figure.03 Map of GPS tracking from leaflet delivery by CWT.

During the engagement period a drop in event was held using the mobile consultation hub at Gosport Road location between 15:00 and 18:30 pm on Friday 26 April. The plans were displayed and staffed by LBWF officers with 40 people attending the drop-in event.



Figure.04 Photo from drop-in event on Gosport Road

During the engagement period an external independent company was contracted to undertake door knocking in the Series 3 area. The company attended the area in 6 hour shifts on Monday 29, Thursday 2 and Friday 3 May and knocked on every door. If residents were at home they were encouraged to respond to the consultation or contact the Council for a replacement copy of the survey if their original had been lost or misplaced. If residents were not at home a calling card was left providing details on how residents could respond or request replacement surveys.

MARKHOUSE AREA SERIES 3 PROPOSALS

We called today to make sure that you had received a copy of the Markhouse Area Series 3 proposals consultation document.

The consultation ends on Sunday 12 May.

If you do not have your survey document please contact enjoy@walthamforest.gov.uk to request a replacement copy.

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Figure.05 Calling card from door knocking

Through the drop-in event, local door knocking and email/phone requests, 49 replacement consultation documents were requested, recorded and subsequently sent out.

3.0 About the results

3.1 Overall results — all respondents

Overall, 107 people responded to the paper based consultation within the Series 3 boundary. In total 126 additional comments were left by respondents. There was an overall response rate of 9.4%. Details of the road by road response rates is shown below

Road	Responses received	Properties	response rate
Arkley Crescent	1	32	3.13%
Arkley Road	2	69	2.90%
Betts Mews	0	1	0.00%
Brighton Avenue	4	71	5.63%
Bude Close	2	34	5.88%
Callis Road	8	38	21.05%
Camden Road	7	39	17.95%
Campus Road	1	24	4.17%
Edinburgh Road	0	9	0.00%
Exmouth Road	6	83	7.23%
Falmouth Way	2	58	3.45%
Glen Mews	0	5	0.00%
Glen Road	0	17	0.00%
Gospport Road	31	141	21.99%
Hove Avenue	14	112	12.50%
Kirk Road	0	13	0.00%
Lennox Road	0	15	0.00%
Markhouse Road	0	8	0.00%
Netley Road	4	76	5.26%
Park Road	3	29	10.34%
Queens Road	5	112	4.46%
Richmond Close	0	36	0.00%
Ringwood Road	10	90	11.11%
Tennyson Road	7	26	26.92%
Total	107	1138	9.4%

Figure.06 Overall respondents

When completing the consultations respondents were given the opportunity to identify as either a resident or business. Out of the 107 respondents, all 107 identified as residents with no businesses.

Respondents were also asked how they travel and to highlight their most preferred modes of transport (please note multiple selections possible): Walk, Cycle, Public Transport and Drive. Out of the 107 respondents the most popular mode of transport was walking with 102 (95.3%), followed by driving with 61 (57%), public transport had 59 (55.14%) responses and cycling the least at 50 (46.7%).

How respondent travels?	Number	%
Walk	102	95.3271028
Cycle	50	46.72897196
Public Transport	59	55.14018692
Drive	61	57.00934579

Figure.07 Overall respondents transport modes

For each proposal, respondents were asked to rate how they felt about the measures being proposed using a sliding scale between 1 and 10, with 1 being very negative and 10 being very positive. For the purpose of analysis a response score of between 1 and 3 has been assessed as negative, between 4 and 7 as neutral, and between 8 and 10 as positive. In addition to using the sliding scale to state how respondents felt about each proposal there was also an opportunity for respondents to provide additional open text comments.

Overall, on average across all proposals:

- **61.2% of respondents were positive**
- **21.5% were negative**
- **15.1% were neutral**
- **2.1% provided no response**

A summary table showing the breakdown of responses against each of the four proposals is shown at the end of the report. The following sections provide a more detailed summary of each proposal.

3.2 Results by Proposal

3.2.1 Series 1a Gosport Road modal filter (road closure) and pocket park

Proposed Improvement: To reduce non-local vehicle traffic travelling along Ringwood Road and Gosport Road we are proposing to introduce a new modal filter (road closure to motorised traffic) and pocket park. This modal filter will discourage vehicles, including motorbikes, trying to cut through these residential roads to get to South Grove while retaining access for local vehicles, emergency services and council services. As part of

this proposal Gosport Road will become two-way, however, the modal filter will reduce the amount of traffic in the local area and help to reduce noise and air pollution.

The associated pocket park could include shrubs and flowers, as well as places for people to sit and socialise. We will work with any local residents or groups who are interested in influencing the design and planting or maintenance of this pocket park.

Overall, 107 people responded to this question. Of those who responded:

- **53.3% of respondents were positive towards the proposals**
- **8.4% were neutral**
- **37.4% were negative**
- **0.9% did not respond**

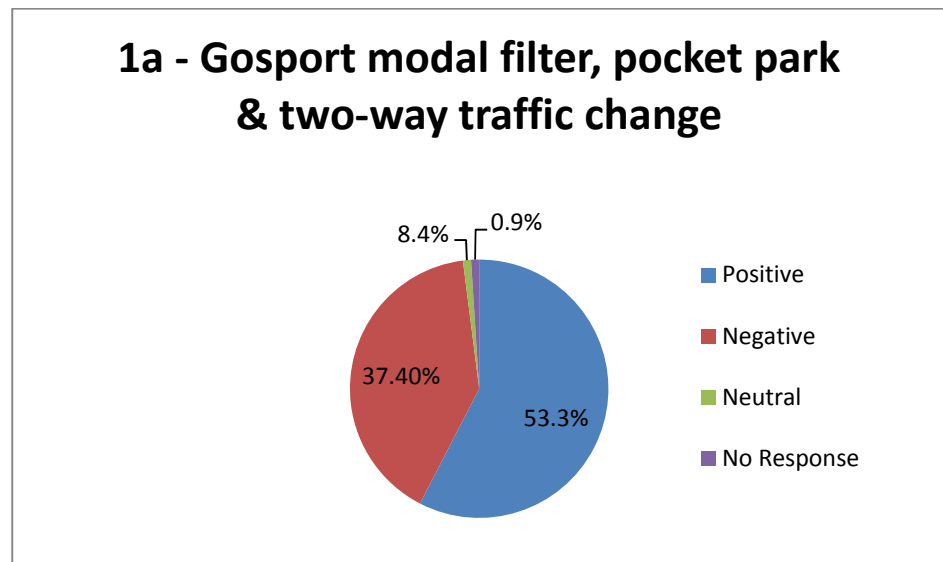


Figure.08 Overall respondents to question 1a

An analysis of the free text comments left by respondents specifically relating to the Gosport Road modal filter and pocket park were as follows:

- Negative comments (30) outlined concerns regarding a perceived increase in journey times that may create greater congestion with more traffic on main roads and that the area would be hard to travel around by motorised vehicles.
- Concern regarding emergency services response time and access.
- Concerns about increased antisocial behaviour.
- Concerns about the maintenance of a pocket park on Gosport Road with reference to existing pocket parks which are observed to be in poor condition referencing (South Grove) grass not mowed, litter not picked, tree removed or broken by antisocial behaviour not replaced). Pocket park outside Queens road station –

the two areas of flat green space are unmaintained (with a minimal wild flowers) and the picket fence is broken.

- Concerns about parking for residence with disabled access requirements and those caring for relatives who need vehicle access having a detrimental to people who are not mobile and to elderly people.
- Concerns about the pot holes in the area and Copenhagen crossings being problematic for those with visual impairment.
- Although supportive of the pocket park some comments were raised about concerns of seating to cause potential antisocial behaviour and loud noise late at night outside residential properties with young families.
- Positive comments (22) outlined that the scheme will reduce excessive volumes of traffic in the residential area, which will reduce traffic speeding and air pollution.
- The proposals will encourage more walking, cycling and usage of public transport and reduction of excessive traffic.
- Excessive traffic may be further reduced by implementing more robust measures including making a closure on Tennyson Road

3.2.2 Series 2a Traffic Calming

Proposed Improvement: As part of our commitment to reduce the number of traffic collisions and injuries on our roads, in recent years we have introduced 20mph speed limits in many of our residential areas. To support the 20mph speed limit already in place in this area we are proposing to upgrade the existing speed cushions to speed humps as well as introducing new speed humps where there are significant gaps. The new speed humps are easier for cyclists to use while still helping to reduce vehicle speeds. The roads where we propose to replace or install new speed humps are:

- Brighton Avenue
- Callis Road
- Campus Road
- Gosport Road
- Hove Avenue
- Tennyson Road

Overall, 107 people responded to this question. Of those who responded.

- **58.9% of respondents were positive towards the proposals,**
- **17.7% were neutral**
- **20.6% were negative.**
- **2.8% did not respond**

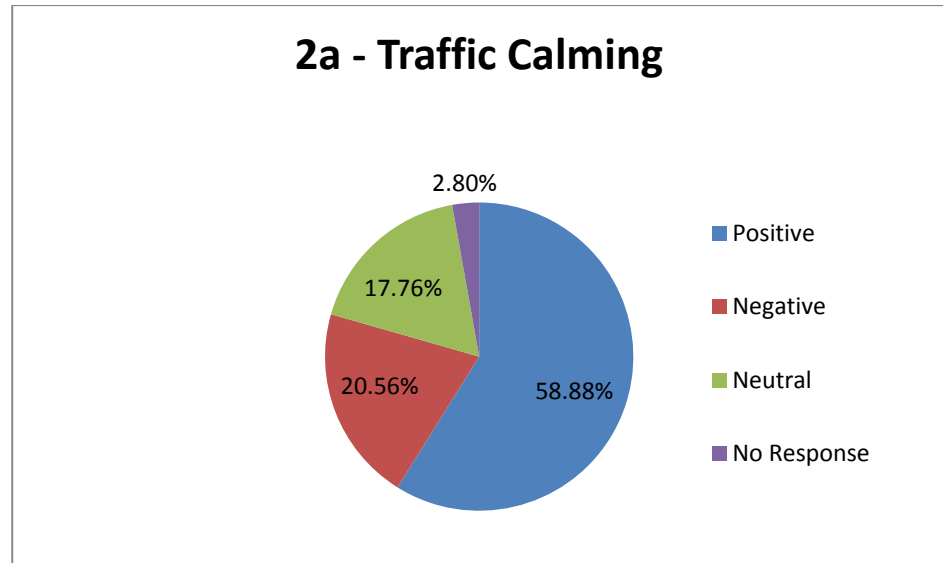


Figure.09 Overall respondents to question 2a

An analysis of the free text comments left by respondents specifically relating to the Traffic Calming proposals were as follows:

- Negative comments (16) outlined concerns regarding a perceived absence of speeding traffic.
- Concern regarding existing traffic calming being sufficient.
- Concerns about greater needs for financing youth clubs and tackling antisocial behaviour.
- Positive comments (23) outlined that the scheme will reduce excessive traffic speeds and improve safety.
- Encourage more walking, cycling and safe travel to school for children.
- Excessive traffic may be further reduced more robust calming measures.
- he request that speed humps need to have gaps for cyclists

3.2.3 Series 3 – Walking and Cycling improvements

Series 3 was split into two further sub sections;

- **Series 3a - Two way cycling permeability**
- **Series 3b - Alleyway improvements.**

3.2.3.4 Series 3a – Two-way cycle permeability

Proposed Improvement: The proposals outlined so far will support our aim to improve the look, feel and safety of our streets for all road users by reducing vehicle numbers and

speeds in the local residential roads in this area. In addition we are proposing to introduce a number of measures which will encourage our residents to use more sustainable and active modes of transport. We are proposing to allow two-way cycling in two roads which are currently one-way. The roads we are proposing to allow two-way cycling, but maintain the existing one way motor traffic, are:

- Callis Road
- Tennyson Road

Overall, 107 people responded to this question. Of those who responded.

- **48.6% of respondents were positive towards the proposals**
- **26.2% were neutral**
- **22.4% were negative.**
- **2.8% did not respond**

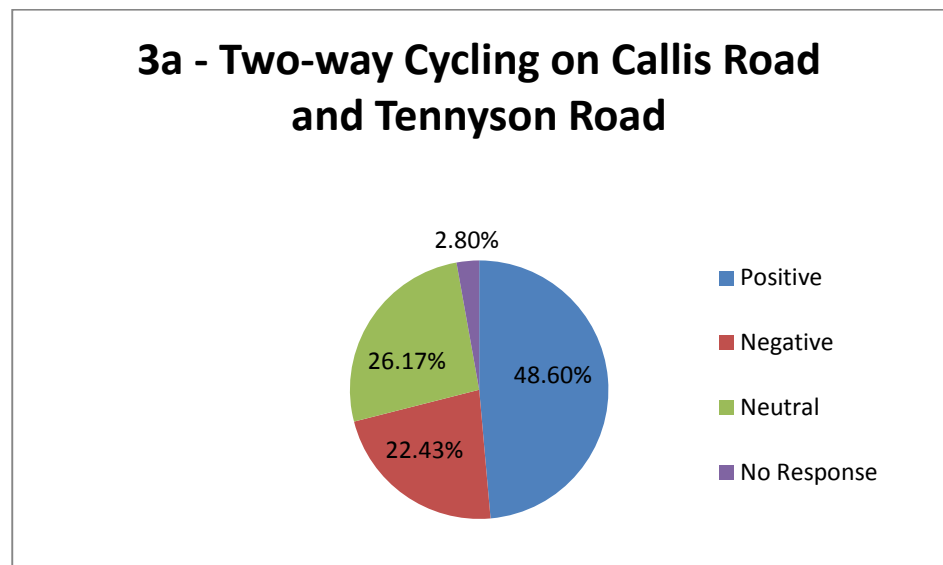


Figure.10 Overall respondents to question 3a

An analysis of the free text comments left by respondents specifically relating to the Two-way cycling proposals were as follows:

- Negative comments (9) outlined concerns regarding a perceived sufficient provision for cyclists.
- Concerns that two-way cycling on Callis & Tennyson Road is problematic as the roads are narrow and could potentially put cyclists at greater risk.
- Concerns it will be confusing as the road is one way for vehicle traffic.
- Concerns about increased congestion with two way cycling.

- Positive comments (25) outlined that the scheme will improve safety and conditions for cycling.
- Encourage more cycling.
- Request to add a filter as two-way cycling on Tennyson Rd seen to only be suitable with further thought to managing vehicles taking high speed cut through to Markhouse Rd.

3.2.3.4 Series 3b – Alleyway Improvements

Proposed Improvement: We want to improve access and safety for pedestrians in the area by improving a number of alleyways in the area. As part of these improvements we could widen the footpaths, improve street lighting, improve signage and potentially install public art. The alleyways which could benefit from these improvements are:

- Camden Road to Ringwood Road
- Queen’s Road to Longfellow Road

Overall, 107 people responded to this question. Of those who responded.

- **84.1% of respondents were positive towards the proposals**
- **8.4% were neutral**
- **5.6% were negative.**
- **1.9% did not respond**

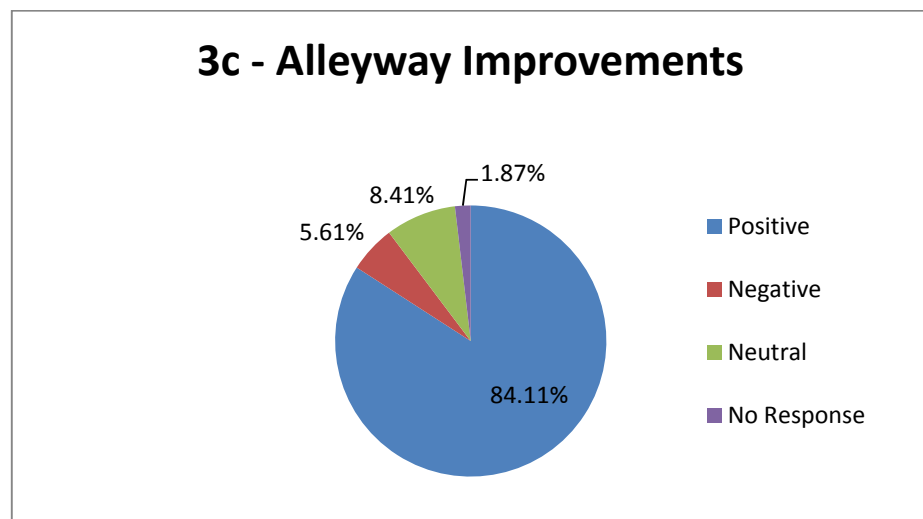


Figure.11 Overall respondents to question 3c

An analysis of the free text comments left by respondents specifically relating to the Alleyway were as follows:

- Negative comments weren't received about the alleyway improvements.
- Positive comments (25) outlined that the scheme will improve safety and overall environment of the alleyways.
- Enable faster route for walking as it will improve the perceived level of safety in the area where people currently avoid.
- Improved lighting will affect the level of safety and displace current antisocial behaviour.
- Requests for additional community parks and greening.
- Request to add a modal filter to Queens Rd and address the traffic speeding.

Table 1. Overall summary of responses by proposal

	1a - Sentiment (Gosport modal filter, pocket park & two-way traffic change)	2a - Sentiment (Traffic Calming)	3a - Sentiment (Two-way Cycling on Callis Road and Tennyson Road)	3c - Sentiment (Alleyway Improvements)
Positive	57	63	52	90
Negative	40	22	24	6
Neutral	9	19	28	9
No Response	1	3	3	2
Total	107	107	107	107
Positive (%)	53.27%	58.88%	48.60%	84.11%
Negative (%)	37.38%	20.56%	22.43%	5.61%
Neutral (%)	8.41%	17.76%	26.17%	8.41%
No Response (%)	0.93%	2.80%	2.80%	1.87%

Figure.12 Overall summary of sentiment score